

This pamphlet ...

is designed to tell you about the Legal Aid Society. It does not contain legal information or advice about specific legal problems. If you have any questions about the information in this pamphlet, or if you have a specific legal question or problem, call Legal Aid.

Serving Albany, Clinton, Columbia, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, St. Lawrence, Warren and Washington Counties.

Our offices are open:
Monday through Friday
from 9:00 am to noon and
from 1:00 pm to 5:00 pm.
We are closed from noon
to 1:00 pm every day.

Legal Aid Society of Northeastern New York
55 Colvin Avenue
Albany, NY 12206
(518) 462-6765 or 1-800-462-2922

Do you have
a **Legal
Problem?**

...but can't
afford a
lawyer?

... ***We can
help!***

Legal Aid
Fighting For Fairness
Promoting Justice!

Our Mission

The Legal Aid Society of Northeastern New York is a non-profit law firm that advocates in civil matters for low income people to secure their basic needs, protect and preserve their legal rights, and provide equal access to justice.

Who we are:

- We are a Law Firm for poor people. We provide assistance and representation to poor people in civil, not criminal, cases.
- Our Service is free. There is no cost for any of the services we provide.
- We believe that everyone has the right to equal justice regardless of the ability to pay.
- We will help you secure, protect, and preserve your legal rights.
- Our staff are highly skilled, committed individuals who are experts in the practice of poverty law.
- We are not a government agency.

**You have a
right to know
your legal rights.**

How to reach us:

We have five offices to provide services to the residents of sixteen counties. Call the one nearest you.

ALBANY OFFICE:

55 Colvin Ave., Albany, NY 12206
(518) 462-6765 or toll free:
1-800-462-2922 Fax: (518) 427-8352

AMSTERDAM OFFICE:

1170 Riverfront Center
Amsterdam, NY 12010.
(518) 842-9466 or (800) 821-8347
Fax: (518) 843-1792.

CANTON OFFICE:

38 Gouverneur Street
P.O. Box 648, Canton, NY 13617
(315) 386-4586 or (800) 822-8283
Fax: (315) 386-2868.

PLATTSBURGH OFFICE:

100 Court Street, P.O. Box 989,
Plattsburgh, NY 12901.
(518) 563-4022 or (800) 722-7380.
Fax: (518) 563-4058.

SARATOGA SPRINGS OFFICE:

10-12 Lake Avenue
Saratoga Springs, New York 12866
(518) 587-5188 or toll free:
1-800-870-8343 Fax: (518) 587-0959

Please call first.

We interview new clients by phone. If you do not have a phone, you may use our 800 number listed above.

About your call:

Confidential

Everything you say to anyone at Legal Aid is confidential. When you first call our office we will ask you questions about your income, your family size, what county you live in, your citizenship, and the nature of your legal problems. This information is used to determine your eligibility for our services.

If you are eligible for our help...

you will be called back by an attorney or a paralegal who will learn the facts of your case and discuss ways in which we may be able to help you.

What we can do for you...

We may give you legal advice, information, or a referral to another agency or program. We may provide brief service, such as making some telephone calls or writing letters on your behalf. We may represent you at a hearing or in court. How we handle your case depends on what it is you want, what it takes to solve your problem, and the availability of Legal Aid Staff.

What if you think we can't help?

Even if your legal problem is not listed in the box titled "some Types of Cases We Handle", call us anyway. We may be able to help.

Making Justice a Reality

Eligibility for Legal Aid:

- You must be low-income within our financial guidelines or eligible for a special project.
- You must live in one of the following counties: Albany, Columbia, Greene, Rensselaer, Saratoga, Schenectady, Warren or Washington, or be homeless.
- You must have a civil, not a criminal, legal problem.

Help us help you:

We may ask you to help us gather information, make contact with others who are involved, and keep us informed of any changes or new developments.

Have all the facts, documents, names and dates about your problem available to help us understand your problem.

You need to know

We regret that we CANNOT represent everyone who calls us for assistance.

However, even if we can't take your case, we will try to provide you with information to help you protect and enforce your Legal Rights.

Some Types of Cases We Handle:

■ Government and Unemployment Insurance Benefits

Denials, cut offs and reductions in Public Assistance (Welfare), Food Stamps, and Unemployment Insurance Benefits.

■ Disability

Denials and terminations of Supplemental Security Income (SSI) and Social Security Disability (SSD) benefits.

■ Health Care

Medicaid, Medicare, and hospital care.

■ Housing

Evictions, utility shut-offs, poor housing conditions, and public and Section 8 housing problems.

■ Family Law Matters

Domestic violence, some child support matters, and, in certain counties, divorce cases.

■ Consumer Problems

Debt collection, repossessions, wage garnishments and bankruptcy.

Our Volunteer Lawyer Program:

If our legal staff is not able to help you with your problem we may be able to refer you to our Private Attorney Involvement Program (PAI): private lawyers who voluntarily accept cases from Legal Aid free of charge. Eligibility for referral to our PAI program is determined in the same way it is for all Legal Aid services.

Community Legal Education

In addition to the services we provide to individual clients, we also provide training, education and written materials to groups and organizations of poor people about their legal rights in order to prevent legal problems from occurring.

Improving our service

It is important to us to know your opinion of our work. If you don't like something we have done, we urge you to tell us. You can make a suggestion or file a complaint at either of our offices, just by telling any staff member. We will even help you prepare your complaint. Suggestions and complaints are investigated by our Executive Director who will let you know the results.

**Free Legal
Services for
Poor People**